

Benchmark Positions - 2019 Wage Survey

Support Staff Positions

Leveling Information:

Level 1: Entry Level, 0-1 year of experience; performs routine tasks with supervision; assignments require little judgment.

Level 2: Approximately 3 years of experience; performs some routine and non-routine tasks; may occasionally need assistance in some aspects of assigned work.

Level 3: Approximately 6 years of experience or more; very little guidance is needed in performing both routine and non-routine tasks and has a strong understanding of the policies and procedures of all work performed.

1. Accounting Clerk: Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Usually has a high school diploma or GED.
2. Secretary: Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.
3. Administrative Assistant/Executive Secretary: Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings.
4. Purchasing Clerk: Compile information and records to draw up purchase orders for procurement of materials and services.
5. Human Resource Assistant: Compile and keep personnel records. Record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports on ability, and date of and reason for termination. Compile and type reports from employment records. File employment records. Search employee files and furnish information to authorized persons. May also be involved in hourly and clerical employment interviews as well as benefit administration.
6. Customer Service Representative: Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints. Exclude individuals whose duties are primarily sales or repair.
7. Clerk-Generic: Enter clerk positions who perform support/office work here that have not already been classified in an above category.
8. Telephone Operator/Receptionist: Answer inquiries and obtain information for general public, customers, visitors, and other interested parties. Provide information regarding activities conducted at establishment; location of departments, offices, and employees within organization. May operate a switchboard to direct calls.

9. Benefits Clerk: Process and file benefits forms and related information. Inform employees of eligibility, verify the validity of claim forms, and maintain benefit records. Assists with setting up informational meetings and distributing proper documentation.
10. Collections Clerk: Accountable for collecting the maximum amount of overdue funds from customers, which may include a variety of customer location techniques, collection methods, legal claims, and the selective use of outside collection services.
11. Contracts Assistant: Help contracts managers to effectively enforce contracts made with suppliers, customers, contractors, employees, or government agencies. Prepare contract documents, set up meetings for the manager, communicate with contractors, and maintain contract files.
12. Dispatcher: Schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers, or for normal installation, service, or emergency repairs rendered outside the place of business. Duties may include using radio, telephone, or computer to transmit assignments and compiling statistics and reports on work progress.
13. Document Control Specialist: Assist with file migrations and audits, and perform administrative tasks as needed. Periodically responsible for training employees on records management procedures and policies, which include documentation, retention, retrieval, destruction, and disaster recovery.
14. Expeditor/Dispatcher: Facilitates the flow of materials to and from various work sites or departments. Work with vendors to secure the appropriate goods and coordinate delivery. Responsible for inspecting materials for both quality and quantity.
15. Messenger/Courier: Pick up and deliver messages, documents, packages, and other items between offices or departments within an establishment or directly to other business concerns, traveling by foot, bicycle, motorcycle, automobile, or public conveyance.
16. Payroll Specialist: Responsible for gathering information on hours worked for each employee. Calculates the correct amount incorporating overtime, deductions, bonuses etc. with assistance of a computer system.
17. Security Assistant: Issues and maintains access cards and keys, supervision of security and/or clerical support staff, monitors alarm systems, prepares clearance forms, and maintains security documents and other data in either hard copy or computerized formats.

Technician Positions

Leveling Information:

Level 1: Entry Level, 0-1 year of experience; performs routine tasks with supervision; assignments require little judgment.

Level 2: Approximately 3 years of experience; performs some routine and non-routine tasks; may occasionally need assistance in some aspects of assigned work.

Level 3: Approximately 6 years of experience or more; very little guidance is needed in performing both routine and non-routine tasks and has a strong understanding of the policies and procedures of all work performed.

1. Computer Operator: Monitor and control electronic computer and peripheral electronic data processing equipment to process business, scientific, engineering, and other data according to operating instructions. May enter commands at a computer terminal and set controls on computer and peripheral devices. Monitor and respond to operating and error messages.
2. Drafter-CAD: Prepare detailed working diagrams of machinery and mechanical devices and/or electrical parts, including dimensions, fastening methods, and other engineering information with CAD equipment.
3. Drafter-Manual: Manually prepare detailed working diagrams of machinery and mechanical devices and/or electrical parts, including dimensions, fastening methods, and other engineering information.
4. Drafter/Designer: Assist engineers in the design of complex plans and drawings using CAD equipment. May delegate completion of design to other drafters. Typically has at least 6 years of drafting experience.
5. Engineering Technician: Provides technical support to engineers working in a variety of areas. Conducts engineering and other detailed experimental tests to collect design data. Troubleshoots and tests functions of mechanical or electrical design components, equipment, or systems.
6. Field Services Engineer: Provides on-site support to customers for products and systems. Troubleshoots systems following procedures in order to fix problems.
7. PC Network Support Technician: Provide support to internal customers in the installation and upgrade of desktop computers.
8. Instrumentation Technician: Engage in a combination of the following instrumentation system activities: design assistance, installation and maintenance of industrial measurement and control systems, and the installation and maintenance of a variety of electrical, electronic, and pneumatic instruments used within systems.
9. Quality Control Technician: Examine and inspect parts, components, or systems for quality measures.
10. Electronics Technician: Apply electrical and electronic theory and related knowledge, usually under the direction of engineering staff, to design, build, repair, calibrate, and modify electrical components, circuitry, controls, and machinery for subsequent evaluation and use by engineering staff in making engineering design decisions.
11. Lab Technician: Perform chemical and/or physical analysis for quality control, research and/or development. Assists in compiling and analyzing results.

12. Data Entry Operator: Responsible for data entry of material from documents into the computer. Checks for accuracy and completeness of data entered.
13. Technical Support Representative: Provide first level of technical support to customers typically over the phone or email. Escalates complex issues.
14. Graphics Sec/Tech Illustrator: Design and create visual representations for the products and services. Render illustrations for use in technical publications and manuals.

Professional Administrative Positions

Leveling Information:

Level 1: Entry- 0-3 years experience. Has little experience with work at the exempt level. Has basic understanding of the principles needed to perform the work assigned and is given direction on most tasks assigned.

Level 2: Intermediate- At least 4 years experience. Understands policies and procedures and takes initiative on most routine work. Seeks assistance on non-routine assignments.

Level 3: Senior- 8 or more years of experience. Is considered an experienced professional that can provide guidance to less senior colleagues with assignments. Performs both routine and non-routine assignments with little direction.

1. Accountant: Examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements. Install or advise on systems of recording costs or other financial and budgetary data. Typically has a B.S. in Accounting or related field.
2. Buyer: Buy goods or commodities. Analyze past buying trends, sales records, price, and quality of goods to determine value and yield. Negotiate, select, order, and authorize payment for goods according to contractual agreements. Typically has a B.S. degree or equivalent experience.
3. Compensation and/or Benefits Specialist: Involved in the design and administration of the company's compensation and benefits plans, which includes developing salary ranges and overseeing merit increases and budgets. Communicates with employees regarding company policies and procedures related to compensation and benefits.
4. Contracts Administrator: Prepares proposals and bids, negotiates contracts, and performs related contract tasks including analysis of contract performance requirements, provisions, and terms and conditions. Typically has a B.S. degree or equivalent experience.
5. Human Resource Specialist/Generalist: Performs a variety of Human Resource functions including, but not limited to, employment functions, compliance programs, employee relations, policy development, transfer programs, and safety. Typically has a B.S. degree or equivalent experience.
6. Material Planner: Monitor, schedule, and coordinate movement of material for production throughout the facility. Coordinates with purchasing, production, and other departments for the efficient movement and delivery of material. Typically has a B.S. degree or equivalent experience.

7. Staff Assistant: Plans and conducts various administrative tasks and projects that are broad in nature with little supervision.
8. Office Manager: Perform various business functions in various business administration areas including accounting, marketing, human resources, purchasing, security, training, etc.
9. Benefits Administrator: Administers and manages a company's employee benefits and retirement programs. Assists employees by explaining benefits and appealing decisions made by insurance companies.
10. Configuration Management Analyst: Performs duties related to change, release, and build management. Identifies errors in the build and release process; recommends improvements.
11. Financial Analyst: Conducts quantitative analyses of information affecting investment programs of public or private institutions.
12. Legal Counsel: Negotiates, writes, and executes agreements and contracts on behalf of the company. Reviews company materials to ensure that they are in compliance with legal requirements.
13. Military Analyst: Prepare intelligence reports and assess the reliability of new information as to maintain intelligence systems.
14. PR/Public Affairs Representative: Plan, direct, or coordinate activities designed to create or maintain a favorable public image or raise issue awareness for their organization.
15. Property Management Specialist: Oversee government, commercial and residential properties. Approve and process tenant, business, or government client transactions, such as lease agreements and rental payments.
16. Recruiter: Partners with hiring managers to determine staffing needs. Screen resumes, perform in-person and phone interviews with candidates, negotiate job offers, and promote job openings and the organization through various hiring channels.
17. Security Administrator/FSO: Responsible for creating a secure environment for employees, vendors, and company visitors. Manage daily activities regarding entry, video security, and other security devices.
18. Technical Writer/Editor: Work with technical staff to make products easier to use and thus need fewer instructions. Organize and write supporting documents for products. Use photographs, drawings, diagrams, animation, and charts that increase users' understanding.
19. Training Coordinator: Communicate with managers to identify training needs and map out development plans for teams and individuals. Facilitate training when needed.

Professional Technical Positions

Leveling Information:

Level 1: Entry: 0-1 year of experience, performs routine tasks.

Level 2: Intermediate: 2 years or more of experience, perform specific and narrow

functions within a broader assignment of an experienced engineer.

Level 3: Senior: 5 years or more of experience, works independently and applies conventional or standard engineering techniques.

Level 4: Specialist/Lead: 9 years or more of experience, a fully competent engineer, requires judgment about methods and techniques utilized.

Level 5: Senior Staff Specialist: 12 years or more of experience, has comprehensive knowledge in area of experience for work on significant assignments. Typically holds an advanced degree in area of specialization.

Level 6: Scientist or Consulting Engineer: 15 years or more of experience, carries out complex and novel assignments that are significant in scope. Typically holds a Ph.D. in area of specialization.

1. Chemist: Conduct qualitative and quantitative chemical analyses or chemical experiments in laboratories for quality or process control or to develop new products or knowledge.

2. Mechanical Engineer: Perform engineering duties in planning and designing tools, engines, machines, and other mechanically functioning equipment. Oversee installation, operation, maintenance, and repair of such equipment as centralized heat, gas, water, and steam systems.

3. Electrical Design Engineer: Design, develop, test, or supervise the manufacturing and installation of electrical equipment, components, or systems.

4. Industrial or Manufacturing Engineer: Design, develop, test, and evaluate integrated systems for managing industrial production processes including human work factors, quality control, inventory control, logistics and material flow, cost analysis, and production coordination.

5. Chemical Engineer: Design chemical plant equipment and devise processes for manufacturing chemicals and products by applying principles and technology of chemistry, physics, and engineering.

6. Quality Engineer: Perform functions in order to increase the quality and reliability of products, processes, or services of the company. Utilize mathematical and statistical methods.

7. Safety Engineer: Promote worksite or product safety by applying knowledge of industrial processes, mechanics, chemistry, psychology, and industrial health and safety laws.

8. Environmental Engineer: Design, plan, or perform engineering duties in the prevention, control, and remediation of environmental health hazards utilizing various engineering disciplines. Work may include waste treatment, site remediation, or pollution control technology.

9. Aeronautical Design Engineer: Perform engineering duties in designing, constructing, and testing aircraft, missiles, and spacecraft. May conduct basic and applied research to evaluate adaptability of materials and equipment to aircraft design and manufacture.

10. Avionics Integration Engineer: Responsible for developing integration data packages for Avionics Systems installations in Air Transport Aircraft.
11. Info Assurance/Security Engineer: Help to safeguard organization's computer networks and systems. They plan and carry out security measures to monitor and protect sensitive data and systems from infiltration and cyber-attacks.
12. Logistics Engineer: Design and analyze the systems employed in distributing goods and services. Evaluate all aspects of methods of distribution/supply chain with the ultimate goal of improving efficiency.
13. Materials Engineer: Develop composite materials or study the atomic structure of materials in order to discover new applications for their mechanical, electrical, or chemical properties.
14. Principal Investigator: Responsible for the management and integrity of the design, conduct, and reporting of the research project and for managing, monitoring, and ensuring the integrity of any collaborative relationships.
15. Software Engineer: Determines operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions. Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments, and clear code.
16. Technical Support Engineer: Diagnose and troubleshoot software and hardware problems and help customers install applications and programs. Resolve network issues, configure operating systems, and use remote desktop connections to provide immediate support.
17. MIS Programmer or Analyst: Convert project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develop and write computer programs to store, locate, and retrieve specific documents, data, and information.
18. System Administrator or Network Analyst: Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintain network hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures.
19. Database Analyst: Maintains data storage and access by designing physical databases. Determines changes in physical database by studying project requirements; identifying database characteristics, such as location, amount of space, and access method.
20. Information System Security Officer: Research, develop, implement, test, and review an organization's information security in order to protect information and prevent unauthorized access.
21. Network Engineer: Maintain and administer computer networks and related computing environments including systems software, applications software, hardware, and configurations. Protect data, software, and hardware by coordinating, planning, and implementing network security measures.

22. Program Analyst: Accomplishes software requirements by developing and maintaining applications and databases.
23. Program Manager: Oversees a number of projects and programs, managing performance and providing resources and oversight to the entities under their watch.
24. Software Developer: Research, design, develop, and test operating systems-level software, compilers, and network distribution software for medical, industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze software requirements. May design embedded systems software. Apply principles and techniques of computer science, engineering, and mathematical analysis.
25. System Analyst: Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
26. System Design Engineer: Study, research, and develop ideas for new products and the systems used to make them. Modify existing products or processes to increase efficiency or improve performance. Assess the usability, environmental impact and safety of a design.
27. Web Developer: Responsible for designing, coding, and modifying websites, from layout to function and according to a client's specifications. Strive to create visually appealing sites that feature user-friendly design and clear navigation.

Sales and Marketing Positions

1. Sales Office Assistant: Provide administrative and clerical support to sales office. Interacts with customers and sometimes acts a customer service representative in order to meet customers' needs. Operates independently most of the time due to travel of sales staff.
2. Telephone or Inside Sales Representative: Markets and sells products to customers over the telephone. Closes sales and also refers sales calls to outside sales representatives.
3. Public Relations or Community Representative: Plans, prepares, and disseminates positive and good-will information about the company to the community. Represents company in community endeavors.
4. Sales Representative (outside sales, commission based): Markets and sells company products and services with established client base through various methods. Develops new customer accounts. Typically requires B.S. degree and 2-4 years of sales related experience.
5. Sales Representative (outside sales, non-commission based): Same duties as above description but does not include the opportunity to earn a commission on products or services sold.
6. Business Development Specialist: Responsible for creating effective business plans for their company. Analyze business processes and identify opportunities to generate additional revenue.

7. Marketing Representative: Responsible for driving brand awareness through on-site, face-to-face interaction with consumers. Liaison between buyers and sellers.
8. Sales Manager: Manages sales division to ensure the achievement of sales goals. Serves as the principal liaison to major accounts and monitors and develops sales staff.
9. Business Development Manager: Identifies opportunities for business expansion and develops relationships and markets to establish new accounts. Targets and initiates contact with major potential customers.
10. Marketing Manager or Director: Directs and manages the marketing function of the company including supervising marketing staff, developing promotional material, preparing marketing forecasts, and working with sales team to ensure marketing plans are met and sales goals are reached.

Production Positions

1. Electrical/Electronic Assembler: Assembles electrical or electronic systems and support structures; installs components, units, subassemblies, wiring, and assembly casings, using rivets, bolts, soldering and micro-welding equipment.
2. Mechanical Assembler: Assembles small mechanical parts and subassemblies. Combines subassemblies into final assemblies.
3. Assembler, General: Use this job title for assembly workers other than electrical/electronic or mechanical assemblers.
4. CNC Operator: Operate computer-controlled machines or robots to perform one or more machine functions on metal or plastic work pieces.
5. Machine Tool Operator: Set up, operate, or tend grinding and related tools that remove excess material or burrs from surfaces, sharpen edges or corners, or buff, hone, or polish metal or plastic work pieces.
6. Chemical Operator: Operate or tend equipment to control chemical changes or reactions in the processing of industrial or consumer products. Equipment used includes devulcanizers, steam-jacketed kettles, and reactor vessels. Exclude "Chemical Plant and System Operators".
7. Chemical Plant and Systems Operators: Control and/or operate entire chemical processes or systems of machines, using panel boards, control boards, or semi-automatic equipment.
8. Packaging Operator: Operate or tend machines to prepare industrial or consumer products for storage or shipment. Include cannery workers who pack food products.
9. Molding Machine Operator: Set up, operate, or tend metal or plastic molding, casting, or core making machines to mold or cast metal or thermoplastic parts or products.
10. Saw Operator: Operates machines to cut various types of material to specifications.
11. Crane Operator: Operate mechanical boom and cable or tower and cable equipment to lift and move materials, machines, or products in many directions.
12. Production/Machine Operators: All other operators not included in previous Operator categories. Operates more than one classification of machines. May assist with machine set up, packing, and completion of finished products, as well as inspecting work.

13. Tool and Die Maker: Analyze specifications, lay out metal stock, set up and operate machine tools, and fit and assemble parts to make and repair dies, cutting tools, jigs, fixtures, gauges, and machinists' hand tools.
14. Tool Crib Attendant: Receives, stores, and issues all tools including dies and measurement tools; keeps up with inventory of tools and inspects tools for wear and defects.
15. Production Painter: Operate or tend painting machines to paint surfaces of various types of equipment, wood, metal, or other fabricated items.
16. Welder: Use hand-welding, flame-cutting, hand soldering, or brazing equipment to weld or join metal components or to fill holes, indentations, or seams of fabricated metal products.
17. Inspector: Inspect, test, sort, sample, or weigh raw materials or processed, machined, fabricated, or assembled parts or products for defects, wear, and deviations from specifications. May use precision measuring instruments and complex test equipment.
18. Production Scheduler: Coordinate and expedite the flow of work and materials within or between departments of an establishment according to production schedule. Duties include reviewing and distributing production, work, and shipment schedules; conferring with department supervisors to determine progress of work and completion dates; and compiling reports on progress of work, inventory levels, costs, and production problems.
19. Inventory/Material Planner: Tracks inventory related information including receipts, disbursements, balances, prices and costs. Reconciles inventory discrepancies.
20. Cost Estimator: Prepare cost estimates for product manufacturing or services to aid management in bidding on or determining price of product or service.
21. Fabricator: Fabricate, position, align, and fit parts of structural metal products.
22. Metal Finishing Technician: Removes dents, scratches, and defects from metal surfaces using hand and power tools including grinding, sanding, and filling uneven surfaces, polishing and coating metal, and etching decorative details.

Maintenance Positions

1. Janitor: Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk.
2. Electrician: Repair, test, adjust, or install electronic equipment, such as industrial controls, transmitters, and antennas using hand tools and testing instruments in order to supply power for lighting, equipment, and machines.
3. Electrical and Control Mechanic: Performs a variety of electrical trade functions including installation, maintenance, and repair of equipment or electrical systems. Also maintains computerized production control systems.
4. Multi-Craft Maintenance: Perform work involving the skills of two or more maintenance or craft occupations for upkeep of machines and mechanical equipment. Duties may involve pipe fitting; boiler making; insulating; welding; machining; repairing

electrical or mechanical equipment; installing, aligning, and balancing new equipment. Journeyman proficiency in more than one maintenance area is usually required.

5. General Building Maintenance: Repairs and maintains physical structures. Requires knowledge of more than one craft area such as carpentry, painting, plastering, or plumbing.

6. Laborer: Provides non-skilled labor inside and outside the facility. Helps installation, maintenance, and repair workers in maintenance, parts replacement, and repair of facility, industrial machinery, and electrical and electronic equipment. Performs grounds keeping duties and general clean-up work.

7. Maintenance Mechanic: Repair, install, adjust, or maintain industrial production and processing machinery or refinery and pipeline distribution systems.

8. Security Guard: Guard, patrol, or monitor premises to prevent theft, violence, or infractions of rules. Monitors entrance in and out of the facility.

9. Maintenance Planner: Schedules and plans the work of electricians and mechanics. Develops job plans that include the labor, tools, materials, and procedures for repairs on all types of equipment and general facility maintenance.

Material Handling and Transportation Positions

1. Fork Lift Driver/Material Handler: Move freight, stock, or other materials.

2. Shipping and Receiving Clerk: Verify and keep records on incoming and outgoing shipments. Prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products.

3. Tractor Trailer and Heavy Truck Driver: Drive a tractor-trailer combination or a truck with a capacity of at least 26,000 GVW, to transport and deliver goods, livestock, or materials in liquid, loose, or packaged form. May be required to unload truck. May require use of automated routing equipment. Requires commercial drivers' license.

4. Truck Driver, Light and Delivery Services: Drive a truck or van with a capacity of under 26,000 GVW, primarily to deliver or pick up merchandise or to deliver packages within a specified area. May require use of automatic routing or location software. May load and unload truck.

5. Stockroom Clerk: Receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard.

Manufacturing Positions Not Otherwise Classified

1. Not Otherwise Classified Skilled Workers: Include any skilled production workers that have not been classified in any other area of this survey.

2. Not Otherwise Classified Semi-Skilled Workers: This category includes semi-skilled production workers that were not classified in any other job title in this survey.

3. Laborers/Helpers, Not Otherwise Classified: Include those who perform non-skilled work inside or outside the facility that are not included in the Laborer category under Maintenance, or who do not fit into any other category within this survey.

First Level Supervisory Positions

1. Accounting Supervisor: First Line Supervisor responsible for overseeing workers engaged in maintaining accounting records and processing transactions. Determines work assignments, evaluates work, and administers company policies and procedures. Responsible for the performance of the assigned work unit.
2. Production Supervisor: First Line Supervisor responsible for overseeing workers engaged in production. Determines work assignments, evaluates work, and administers company policies and procedures. Responsible for the performance of the assigned work unit.
3. Senior Production Supervisor: Experienced supervisor typically responsible for overseeing two or more production units or highly complex or large production units. May work through team leaders to accomplish production functions and supervise staff. Determines work assignments, evaluates work, and administers company policies and procedures. Responsible for the performance of the assigned work unit.
4. Quality Assurance Supervisor: First Line Supervisor responsible for overseeing workers engaged in testing and inspecting the quality of products. Compiles and evaluates data pertaining to quality standards. Determines work assignments, evaluates work, and administers company policies and procedures. Responsible for the performance of the assigned work unit.
5. Customer Service Supervisor: First Line Supervisor responsible for overseeing workers in order to ensure that customers get the best service possible. Coordinates with other departments to ensure this goal is met.
6. Shipping and Receiving Supervisor: First Line Supervisor responsible for overseeing workers engaged in the shipping or receiving of products, which could include the storage and warehousing of products and raw materials. Include Warehouse and/or Material Supervisors here.
7. Maintenance Supervisor: First Line Supervisor responsible for overseeing workers engaged in maintenance responsibilities. Determines work assignments, evaluates work, and administers company policies and procedures. Responsible for the performance of the assigned work unit.
8. Team Leader: Include workers here that oversee particular areas of work, but may or may not have evaluative responsibility for assigned work unit.

Management/Director Positions

1. Accounting Manager or Controller: Manages accounting functions and entire staff engaged in accounting or financial work which may include compensation functions; assign audit and accounting work to staff. Responsible for financial reporting and analysis for the company.
2. Maintenance Manager: Manages all aspects of work and staff related to the physical property of the facility. Supervises maintenance supervisors. Coordinates and manages planned maintenance shutdowns/outages.

3. Production or Operations Manager: Directs production operations for the facility or part of the facility. Plans and maintains production schedules and ensures performance of production is met.
4. IT Manager: Directs all computer operations that include one or more of the following: programming, network and technical support, and system analysis.
5. Director or Manager of Logistics/Distribution: Manages aspects related to logistics including distribution, inventory, warehousing, and transportation. Include Material and Traffic Managers in this category as well.
6. Project or Program Manager: Coordinates and manages projects assigned to technical/engineering staff. This would be considered a first level position. Organizes all aspects of the project including budget and workload.
7. Engineering Manager: Provide management to members of technical, engineering and/or research business units. Responsible for unit performance.
8. Quality Control Manager: Directs quality assurance operations for a division of the plant or the entire facility. Monitors production's performance with Quality Assurance procedures and works with production manager(s) to ensure quality production. May also be responsible for conducting QA training.
9. Human Resource Manager: Manages one or more functions within the Human Resource area.
10. Safety and/or Environmental Manager: Responsible for compliance with safety and environmental standards throughout the facility.
11. Administrative Manager: Directs and coordinates administrative functions of the facility. This position may combine the roles of oversight over one or more functional areas such as accounting, finance, human resources, etc.
12. Contracts Manager: Serve as the key point of contact between a business and third parties/government to ensure timely review and approval of any variations. Provide recommendations and negotiate directly with the government, customer attorneys, or purchasing staff to craft a final document that is satisfactory to all parties.
13. Facilities Manager: Responsible for the security, maintenance, and services of work facilities to ensure that they meet the needs of the organization and its employees.
14. Proposal Manager: Ensure that all of the company's proposals are fully executed from start to finish. Perform and delegate tasks required to complete a proposal, such as writing, editing, and other efforts associated with the process.
15. Project/Program Director/Manager: Plans, organizes, directs, coordinates, and controls the activities of the program in support of company goals to obtain optimum efficiency and economy of operations. Analyses and reports project economics including costs, operational budgets, staffing requirements, resources, and risk.
16. Plant Manager: Directs and coordinates overall manufacturing plant operations to ensure overall facility objectives are achieved.

Executive Positions

1. VP Business Development/Marketing (Top Marketing/Sales Executive): Leader of the entire sales/marketing/business development function of the organization.

Responsible for managing all brands, distribution channels, and deployment of sales for the organization. They are responsible for developing the strategic sales plans based on company goals that will promote sales growth and customer satisfaction for the organization.

2. Top Technical Executive- CTO/VP Technical: Leader of the entire technical function of the organization, including IT. Guides and directs the technical strategy and function including the work of all technical staff.

3. Top Quality Assurance Executive/VP Quality: Leader of the entire quality function of the organization. Ensure that the employees throughout the company are trained and performing properly to produce quality products and/or services.

4. Top Programs Executive: Leader of the entire Programs function of the organization. Leads activities of the programs in support of company goals to obtain optimum efficiency and economy of operations.

5. Top Manufacturing/Production Executive: Leader of all manufacturing functions of the organization. Manages all production and production support staff in order to achieve company product output in keeping with the organization's strategic objectives.

6. Top Human Resources Executive/CHRO: Leader of the entire HR function of the organization. Sets and guides the people strategy of the organization.

7. Top Contracts Executive: Leader of the entire contracts function of the organization. Serves as the conduit between government customers and the organization to secure and execute contracts.

8. Chief Operating Officer/COO: Leader of the operational functions of the organization. Ensures the company has in place, and executes, effective operational strategies and procedures.

9. Chief Administrative Officer/Admin VP: Leader of numerous branches of the business, typically including finance, sales, human resources, and marketing.

10. CEO/President: Leader of the entire organization. The highest-ranking company executive that makes major corporate decisions, serves as liaison between the company and board of directors.